Annual Report
1984-85

Ministry of
Human Resources

Services for People

Office of the Minister of Human Resources
Parliament Buildings,
Victoria, British Columbia

The Honourable Robert G. Rogers,
Lieutenant-Governor of the Province of British Columbia

MAY IT PLEASE YOUR HONOUR:

The Annual Report of the Ministry of Human Resources for fiscal year 1984-85 is respectfully submitted.

JAMES A. NIELSEN
Minister of Human Resources

Ministry of Human Resources,
Victoria, British Columbia

The Honourable James A. Nielsen
Minister of Human Resources
Victoria, British Columbia

Sir:
I have the honour to submit the Annual Report of the Ministry of Human Resources for fiscal year 1984-85.

JOHN NOBLE,
Deputy Minister of Human Resources

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SECTION I

Financial Report

FINANCIAL REPORT
MINISTRY FINANCIAL DATA

Table 1
Expenditures of the Ministry by Major Program Classification, 1984-85 ($ millions).

Income Assistance and GAIN for Handicapped Benefits	**$ 855.2**	**60.3%**
Pharmacare	**118.8**	**8.4**
Direct Community Services	**96.3**	**6.8**
Family and Children's Services	**95.7**	**6.8**
Special Programs for Retarded	**77.8**	**5.5**
Rehabilitation Services	**74.9**	**5.3**
Health Care and Dental Services	**33.5**	**2.3**
Services to Seniors	**29.7**	**2.1**
Administration	**35.1**	**2.5**
TOTALS	**$1,417.0**	**100.0%**

Detailed figures on ministry expenditures are available from Public Accounts, 1984-85, Volume 1, published by the Ministry of Finance. Additional statistical, financial and program information is available in the Supplement to the Annual Report, 1984-85.

Expenditure figures in this Annual Report are unaudited and may differ slightly from those recorded by Public Accounts due to reporting-time differences.

FEDERAL COST-SHARING IN PROVINCIAL PROGRAMS

The Ministry of Human Resources provides a range of services to families, children and people at a disadvantage because of age, handicap or unemployment. The federal government contributes a significant share of the ministry's operating and program costs by agreement with the province under the Canada Assistance Plan (CAP) Act of April 1, 1966.

The CAP accounting office of the ministry's Finance Division is responsible for filing all claims for cost-sharing under CAP. The federal government however, restricts the types of programs it supports. For example, the ministry provides Shelter Aid for Elderly Renters (SAFER) and Pharmacare to persons 65 years of age and over, but the federal government does not share in the cost of these programs because eligibility does not depend on need.

During fiscal year 1984-85, ministry expenditures totalled $1,417 million of which $1,105 million was eligible for cost-sharing. The province received $549 million from the federal government under CAP. This figure includes an adjustment of $4 million for prior years.

All cost-sharing under CAP is based on claims submitted by the Ministry of Human Resources. To ensure that full advantage is taken of cost-sharing provisions, the ministry has provided cost-sharing guidelines to other ministries in the province. In 1984-85, the CAP accounting office recovered $24 million for other ministries' programs. In addition, $0.9 million was received from the federal government and distributed to municipalities for CAP cost-sharing of municipal grants to approved agencies.

The Department of Indian and Northern Affairs reimbursed the provincial government for $10.2 million spent on services to status Indian children-in-care, in 1984-85. The department also agreed to a total adjustment in favor of the province, of $8.8 million for increased reimbursement of prior years' Indian children-in-care maintenance.

SECTION II

Administration and Organization

ADMINISTRATION AND ORGANIZATION

MINISTRY ADMINISTRATION AND ORGANIZATION

The Ministry of Human Resources provides many social service and income security programs including income assistance, assistance to the handicapped and the elderly, child welfare services and residential services. Policy, priorities and program content for these services and programs are determined by government through legislation and through cabinet and ministerial direction.

The nature of ministry programs and functions requires a regionalized structure, assisted by a centralized core of tightly integrated program and support services. The regional, institutional and headquarter levels are inter-related in a matrix-type organizational structure. Together, they work to decentralize decision making, where practical. The deputy minister and executive committee provide direction and control of the organization.

The deputy minister is responsible for ensuring the ministry's policies, priorities and program content, as determined by the government, are properly administered. Executive committee members advise the deputy minister on policy and administration, and assume overall responsibility for assigned programs and the delivery of all services in designated geographic regions of the province. Assignments to executive committee members in 1984-85 are shown on the organizational chart below.

As of March 31, 1985, there were five program divisions providing support to executive directors and regional staff. These were Family and Children's Services, Income Assistance, Rehabilitation and Support Services, Services to Seniors and Health Care and Dental Services. The major responsibilities of divisions include program review, co-ordination and monitoring, policy development and documentation and consultative services for regional staff on policy, practice and procedural questions.

The Office of the Comptroller provides support services to the organization in accounting and office administration. Other central support divisions are Personnel and Staff Training, Audit Services, Management Information Services and Planning Branch which includes Information Services, Federal-Provincial Agreements and Research, Evaluation and Statistics.

Figure 2
Ministry of Human Resources
Organizational Chart, March 1985

MINISTER OF HUMAN RESOURCES
Honourable Grace McCarthy
EXECUTIVE COMMITTEE
OFFICE OF THE DEPUTY MINISTER
John Noble, Deputy Minister
E.L. Northup, Assistant Deputy Minister
EXECUTIVE DIRECTOR S. Travers
EXECUTIVE DIRECTOR R. Butler
EXECUTIVE DIRECTOR R. Cronin
EXECUTIVE DIRECTOR H. Saville
EXECUTIVE DIRECTOR FINANCE M. Cook
DIRECTOR - PLANNING BRANCH R. Willems
REGIONS 1, 2, 12, 15 & 16 Rehabilitation and Support Services Woodlands
REGIONS 3, 4, 5, 7 & 9 Family and Child Services
REGIONS 6, 13, 14, 18 & 19 Personnel, Administration and Property Services
REGIONS 10 & 11 Income Assistance (Services to Seniors) Management Info. Services Pharmacare
Financial Services Accounting Services Audit Services Office Supply and Services Services to Seniors Operations
Federal-Provincial Agreements Information Services Research, Evaluation & Statistics Planning Services

SERVICE DELIVERY SYSTEM

The ministry's programs are delivered through local district offices, under the direction of district supervisors. District offices are located in all larger communities and within relatively easy commuting distance of smaller communities. Offices are located and staffed to serve a particular neighborhood or area.

The province has been divided into management regions, each under the direction of a regional manager. Regional managers are accountable for delivery of social services and income assistance programs within their regions. Their responsibilities are to ensure quality service is delivered, according to established policy. Regional managers have significant autonomy in managing staff, deploying resources, reviewing and approving contractual services, recommending grants to community agencies and approving services in exceptional situations. Their responsibilities also include monitoring services and expenditures, co-ordinating regional personnel and staff training activities, formulating budgets and handling public enquiries and client appeals.

The ministry's 17 regions and district offices are:

Region 1: **Vancouver East** (six offices).

Region 2: **Vancouver Burrard** (10 offices).

Region 3: **Okanagan** (headquarters in Vernon); offices in Grand Forks, Kelowna (two offices), Oliver, Penticton (two offices), Vernon (two offices), Summerland, Westbank and Winfield.

Region 4: **Kootenays** (headquarters in Nelson); offices in Castlegar, Cranbrook, Creston, Fernie, Invermere, Kimberley, Nelson, New Denver, Trail and Sparwood.

Region 5: **Prince George-Cariboo** (headquarters in Prince George); offices in Fort St. James, McBride, MacKenzie, Prince George (four offices), Quesnel, Vanderhoof, Valemount and Williams Lake.

Region 6: **Fraser Valley** (headquarters in Clearbrook); offices in Abbotsford, Aldergrove, Chilliwack (two offices), Clearbrook, Hope, Langley and Mission.

Region 7: **North Coast-Peace River** (headquarters in Terrace); offices in Burns Lake, Cassiar, Chetwynd, Dawson Creek, Fort Nelson, Fort St. John, Hazelton, Houston, Kitimat, Prince Rupert, Queen Charlotte City, Smithers and Terrace.

Region 9: **Kamloops Mainline** (headquarters in Kamloops); offices in Ashcroft, Clearwater, Golden, Kamloops (three offices), Lillooet, Merritt, Princeton, Revelstoke, Salmon Arm and 100 Mile House.

Region 10: **Vancouver Island North** (headquarters in Duncan); offices in Campbell River (two offices), Courtenay (two offices), Duncan (two offices), Nanaimo (three offices), Parksville, Port Alberni and Port Hardy.

Region 11: **Victoria and Area** (11 offices).

Region 12: **Fraser South** (headquarters in Vancouver); offices in Delta (two offices), Richmond (two offices) and Vancouver (five offices).

Region 13: **Fraser North** (headquarters in New Westminster); offices in Burnaby (six offices) and New Westminster (two offices).

Region 14: **North Shore-Sunshine Coast** (headquarters in North Vancouver); offices in Bella Coola, North Vancouver (three offices, Powell River, Sechelt, Squamish and West Vancouver.

Region 15: **Vancouver Strathcona** (seven offices).

Region 16: **Vancouver South** (10 offices).

Region 18: **Surrey,** offices in Bridgeview, Cloverdale, Guilford, Newton, Scottsview, Whalley and White Rock.

Region 19: **Coquitlam-Maple Ridge** (headquareters in Coquitlam); offices in Coquitlam (two offices), Maple Ridge (two offices), Port Coquitlam and Port Moody.

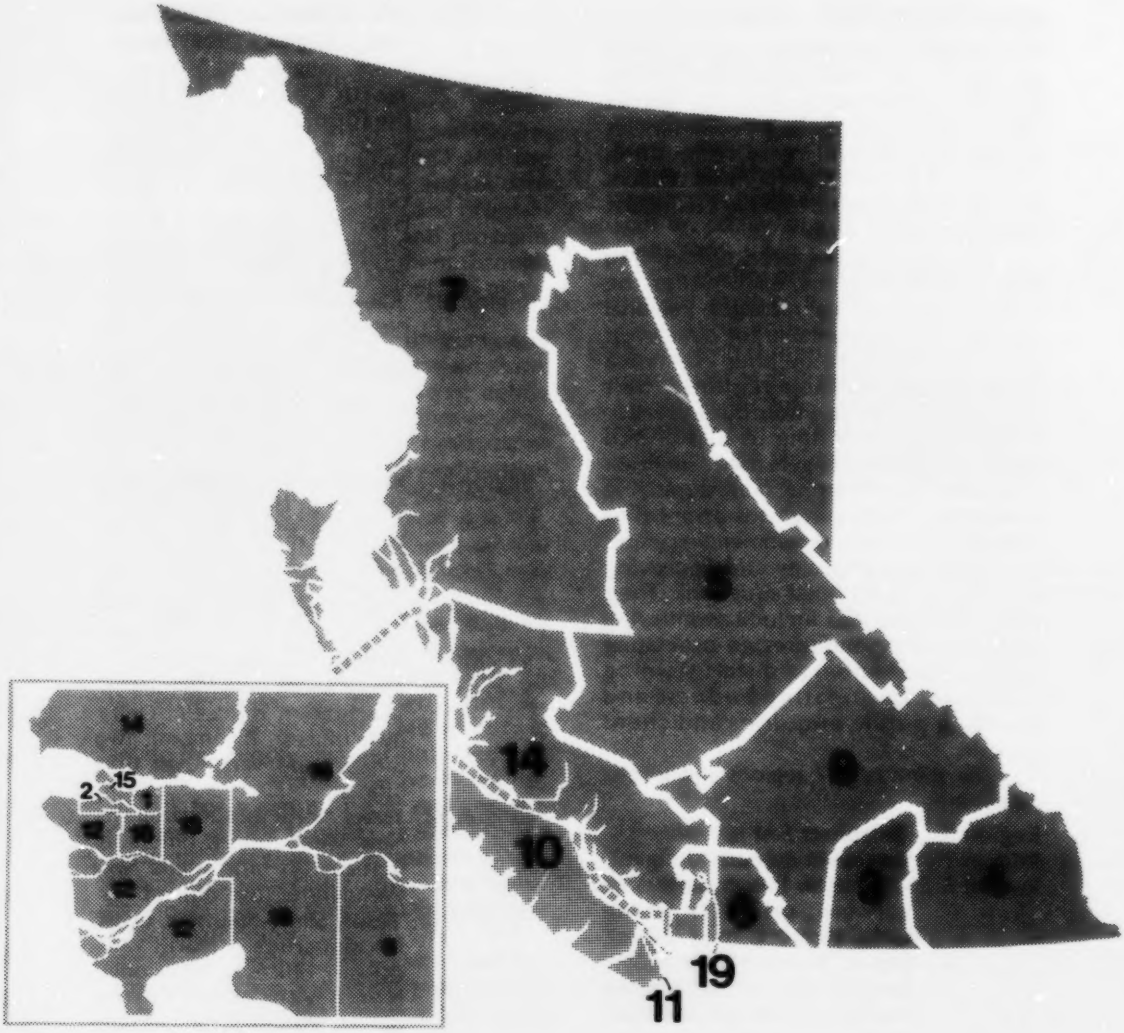

Figure 3
Ministry of Human Resources Regional Map, March, 1985

Region 1: Vancouver East
Region 2: Vancouver Burrard
Region 3: Okanagan
Region 4: Kootenays
Region 5: Prince George-Cariboo
Region 6: Fraser Valley
Region 7: North Coast-Peace River
Region 9: Kamloops Mainline
Region 10: Vancouver Island North
Region 11: Victoria and Area
Region 12: Fraser South
Region 13: Fraser North
Region 14: North Shore-Sunshine Coast
Region 15: Vancouver Strathcona
Region 16: Vancouver South
Region 18: Surrey
Region 19: Coquitlam-Maple Ridge

FINANCIAL AND ADMINISTRATIVE SERVICES

The Finance Division, under the overall direction of the Executive Director - Finance, directs and controls all financial and accounting functions in the ministry, provides administrative services and support to many of the ministry's programs and provides a variety of supply and related services to the ministry.

In fulfilling this responsibility, the division develops and establishes financial policies and procedures, facilitates financial planning and provides support in the budget process to program staff and senior officials. It processes payments for ministry programs and administrative expenditures and prepares revenue claims for the Province of British Columbia under the Canada Assistance Plan. The division also operates the ministry's stockroom, co-ordinates the purchase and lease of supplies and equipment, distributes ministry directives, manuals and other publications and provides mail services for ministry headquarters. In addition, it administers the GAIN for Seniors Supplement program, the Shelter Aid for Elderly Renters program and the Bus Pass program in accordance with the ministry's policy and the relevant legislation.

During 1984-85, the division accomplished four major tasks. On April 1, 1984, the division implemented the new Financial Information and Control System. Also on April 1, 1984, the division took over responsibility for the ministry's Supply and Services function and rationalized the ministry's functions with the government's policies in these areas. On May 1, 1984, the division assumed responsibility for the administration of GAIN for Seniors Supplement, Shelter Aid for Elderly Renters and Bus Pass programs and initiated a number of internal control improvements and administrative efficiencies for these programs. Finally, during this year, the division established the process for the current, timely and ongoing audit of the Canada Assistance Plan and Work Activity project cost-sharing claims.

MANAGEMENT INFORMATION SERVICES

During 1984-85, the division began implementation of the management information system for Guaranteed Available Income for Need (GAIN). The system includes an electronic central registry which will index all ministry cases, streamline the child-in-care programs and improve the financial control system. In 1984-85, the ministry also acquired a mini computer which will be used for the Family Support Program and electronic mail. Several functions now performed on miscellaneous equipment will also be transferred to this mini computer in line with the ministry's overall Automated Systems Plan.

AUDIT SERVICES

Audit Services Division audits ministry operations and systems to evaluate the adequacy and effectiveness of internal control systems, and to determine whether policy is correctly and uniformly administered throughout the ministry. These audits are planned, co-ordinated and executed on a cyclical basis to help achieve ministry operational goals.

Audit Services Division is responsible directly to the office of the deputy minister. This organizational structure assures that audit findings and recommendations will be considered and followed up at the highest management level. It also allows the degree of independence needed to achieve audit objectives. Appraisal of audit activities is co-ordinated through an audit committee which provides a direct link with the ministry executive committee. The audit committee is structured to endorse and support the activities of the Audit Services Division and to promote a high degree of interest in establishing and maintaining good systems of internal control.

Table 2
Audits Completed, 1984-85

Ministry Regional Offices	6
Ministry District Offices	41
Nonprofit Organizations Funded by the Ministry	1
System Audits	2

PLANNING BRANCH

Research and economic analysis, planning analysis and co-ordination of medium- and long-range planning, and advice concern-

ing cost-sharing arrangements and intergovernmental program interaction are the major concerns of the Planning Branch. The director of the branch reports to the office of the deputy minister and serves as a member of the executive committee.

Divisions of the branch include Planning Services; Research, Evaluation and Statistics; Federal-Provincial Agreements; and Information Services.

Planning Services

Planning Services provides consultation and recommendations on social service planning to executive staff, and regional, divisional and institutional managers. Planning Services provides support for the development of new programs and processes, and analysis, co-ordination, monitoring and evaluation of existing and proposed programs.

During 1984-85, the Planning Services section worked on a variety of projects and assignments, including production of the annual staff aliocation report and consultation on its application to individual regions. The Planning Services section provided staff support to several senior planning committees which resulted in the preliminary development of a budget allocation data base for the Family and Children's Services program, the design of a model for equitable distribution of government vehicles and production of a feasibility study on the application of electronic funds transfer to the GAIN program.

A major responsibility of the Planning Services section is the co-ordination of ministry budget submissions, including preparation of the minister's budget speech. In addition, this section co-ordinated visits of social service representatives from several other countries.

Research, Evaluation and Statistics

The Research, Evaluation and Statistics Division develops and maintains statistics for program monitoring, supports policy development, evaluates programs, researches issues of importance to the ministry and provides consultation to senior staff. The division's scope of responsibility includes all ministry programs. Procedures and systems to support the variety of programs are being expanded.

During 1984-85, the division continued to develop computer-based data and statistics for program monitoring, policy development, evaluation and research. Information systems were developed for Family and Children's Services Adoptions, Community Resources for the Mentally Retarded and Day Care Services.

In addition to regular monthly reports, the division continued to produce information and conduct studies on a special request basis.

Information Services

Information Services provides information about the ministry's programs and services to the public, the media and special interest groups. The division co-ordinates release of information to the media, develops and distributes material to help field staff with their community education work and provides planning and technical support to the ministry's executive in the area of public relations and information release.

The division is responsible for researching and drafting press releases, articles and pamphlets; planning communication strategies on ministry initiatives; responding to public inquiries; and supporting field and headquarters staff in their communication needs.

Major activities of the division during 1984-85 included the development of support materials for foster parent recruitment and assistance to the committee responsible for revising the Inter-Ministry Child Abuse Handbook.

Federal-Provincial Agreements

The Federal-Provincial Agreements Division was formed in 1978 to provide analysis of the impact of federal initiatives on ministry programs. In 1982 it became a part of the Planning Branch.

The objectives of Federal-Provincial Agreements Division are to ensure that maximum revenues are obtained through federal cost-sharing agreements; that the minisitry's position is presented as requested in federal-provincial, inter-provincial and inter-ministerial meetings; and that, in the preparation of ministry program policy, the impact of federal cost-

sharing agreements is taken into account.

Current cost-sharing of existing programs under the Canada Assistance Plan (CAP) is optimal. British Columbia is in a leadership position in Canada. With regard to outstanding cost-sharing for prior years, the division is working with federal officials, through a federal-provincial audit and settlement management committee, to finalize the outstanding claims.

Several years ago, the federal and provincial deputy ministers of social services struck a continuing committee of officials to work on a number of tasks of mutual interest, including a working group to co-ordinate the interaction of federal and provincial programs for the elderly. The manager of Federal-Provincial Agreements Division is currently co-chairing the committee on behalf of the provinces.

The division carries out preparations for and participates in the annual inter-provincial meetings of deputy ministers and ministers of social services. The division also provides expert advice on administrative and financial arrangements with the federal Department of Indian and Northern Affairs regarding ministry programs for native Indians on and off reserve. The division continues to monitor the progress of the various agreements in place in the province as well as in other provincial jurisdictions.

PERSONNEL AND STAFF TRAINING

Personnel Division provides a full range of support services in the areas of recruitment and selection, training, classification and organization, employee relations, occupational heath and safety and manpower planning. The division maintains ministry personnel information. It also provides professional library services to ministry staff.

The division's services are delivered primarily under the statutory authority of the Public Service Act and the Public Service Labour Relations Act. Specific policies and procedures related to the statutory authority are set by the Ministry of Provincial Secretary and Government Services and by the Ministry of Human Resources executive. Other statutory authorities relating to personnel service delivery include the Labour Code, Workers' Compensation Act, Factory Act, Employment Standards Act and the Human Rights Act.

As of March 31, 1985, there were 4,464 full-time equivalent positions in the ministry. These full-time equivalent positions included 2,742 assigned to field services, 1,194.6 assigned to Woodlands, 173 assigned to program divisions and 354.4 assigned to support divisions. The field services positions are primarily social workers, financial assistance workers, rehabilitation officers and administrative support staff. Institutional positions include nurses, health care workers and other staff required to ensure the operation of a residential facility on a 24-hour basis. Program division positions include staff who are responsible for program planning, co-ordination and monitoring of Family and Childrens Services, Income Assistance, Pharmacare and Rehabilitation and Support Services. Support division positions include staff responsible for Finance, Personnel and Planning, plus the deputy minister, executive staff, the minister's office staff and Management Information Services.

The ministry employed fewer staff in 1984-85 due to the closure of Tranquille and the decision to purchase, rather than directly provide, some services. These services included child care resources, children's rehabilitation resources and transition house services in Vancouver.

Table 3
Personnel Activities, 1984-85

Vacancies Filled	911
Promotions	44
Reclassifications	226
Resignations	670
Transfers (non-promotional movement of staff)	121

COMMUNITY HUMAN RESOURCES AND HEALTH CENTRES

Three Community Human Resources and Health Centres, in Granisle, James Bay in Victoria and on the Queen Charlotte Islands, provided social services, public health nursing, mental health programs

and primary medical care in 1984-85. The centres, which were established pursuant to the Community Resource Board Act, were jointly funded by the Ministry of Human Resources and the Ministry of Health.

In July 1984, the Ministry of Human Resources resumed complete responsibility for administering its own mandated services including income assistance and child welfare. The three boards re-organized as new societies in order to continue the delivery of health services.

The Ministry of Human Resources' expenditures for Community Human Resources and Health Centres during the 1984-85 fiscal year were:

Granisle	$ 30,380
Queen Charlotte Islands	130,305
Victoria (James Bay)	190,418

SECTION III

Family and Children's Services

FAMILY AND CHILDREN'S SERVICES

INTRODUCTION TO PROGRAMS AND SERVICES

Family and Children's Services have been developed to address the safety and well-being of children and to assist with the preservation of the family unit. The statutory authorities under which these services are provided are the Family and Child Service Act, the Guaranteed Available Income for Need (GAIN) Act, the Adoption Act, the Child Paternity and Support Act and the Family Relations Act.

FAMILY SUPPORT SERVICES

The ministry provides services, as budgets allow, to eligible families who request assistance in carrying out their parental responsibilities. The goals of family support services are to enable children to remain within their own families and communities, and to encourage independent family functioning.

Family support programs include Special Services to Children, Family Support Homemakers, Rehabilitation Resources and the Chance program. These programs are provided under the statutory authority of the GAIN Act (section 2(1)).

Special Services to Children

The objective of this program is to support families in caring for children with exceptional physical, social or behavioral needs so that the children may remain in their own communities.

The services are provided by child care workers employed by private nonprofit societies under contract with the ministry. Counselling and support services are provided to assist the family in resolving difficulties. The total expenditure for this program in 1984-85 was $6,370,362. Approximately 1,397 children and families received these services each month in 1984-85.

Family Support Homemakers

The objective of this service is to support and restore the ability of individuals and families to function independently in the community. Service is provided to mentally handicapped adults, parents of handicapped children and families experiencing difficulties due to illness or crises. Homemakers assist with household management and child care.

The ministry purchases homemaker services from both proprietary agencies and nonprofit societies at a rate set by the Ministry of Health. Families contribute to the cost of the service depending on their income.

Total expenditures for the Family Support Homemaker program were $3,665,092 in 1984-85.

Children's Rehabilitation Resources

Children's Rehabilitation Resources are special programs which operate within the school setting. These programs help young people who are experiencing great difficulty at school for social or emotional reasons and those who have dropped out of school for these reasons. They are designed to help these young people acquire basic skills so they can either re-enter the regular school system or proceed to further training or employment.

The programs are jointly funded by the Ministry of Human Resources, the Ministry of Education and local school districts. The Ministry of Human Resources purchases the services of child care workers who assist with behavior management and provide counselling to students and their families. The Ministry of Human Resources also provides some funding for program expenses, while the Ministry of Education and local school districts provide facilities and teaching staff.

Admission to these programs is through a local program advisory committee with representation from the school district, the Ministry of Human Resources, the contracting agency and, if appropriate, probation and health personnel. Children are assigned to Rehabilitation Resources programs for a maximum of one school term at a time.

This program is available in most school districts in the province. In 1984-85, there were 139 programs, with approximately 228 child care workers employed. Total expenditures for this program in 1984-85 were $4,694,682.

Chance

The Chance program began in 1979. The objective of the program is to help children with severe mental or physical

handicaps to gain academic and social skills in the school setting.

The program was implemented as a result of joint planning between the Ministries of Human Resources and Education. It followed the establishment of policy by the Ministry of Education in 1978 concerning the education of handicapped children.

Personal attendants work with children who require assistance in the classroom with positioning, eating, moving around, going to the washroom and other activities.

In 1984-85, the Ministry of Human Resources purchased the services of 414 personal attendants for approximately 1,511 handicapped children. These services were purchased by contract from school districts.

Total expenditures for the Chance program in 1984-85 were $5,219,186.

CHILD PROTECTION SERVICES

Protective services are provided under the Family and Child Service Act. Programs remained much the same as in the previous year. Through a ministry process of reallocation, 20 social worker positions were added to meet the service demands in this area.

Several cases reviewed by the Supreme Court and Court of Appeal further clarified the function of the Family and Child Service Act, particularly in the areas of children's testimony in court and the relationship between Family and Child Service Act and Family Relations Act matters.

The ministry completed its review of the Inter-Ministry Child Abuse Handbook. Also, the core training program for new social workers was developed in 1984-85.

An important link in the ministry's child protection services is the Helpline for Children. The purpose of the Helpline is to ensure that children who are abused or neglected and adults who suspect that children are being abused or neglected can call for help 24-hours a day. In British Columbia, reporting suspected child abuse is legally required of all citizens.

During office hours, Helpline calls are answered by local ministry offices. From 4:30 p.m. to 8:30 a.m. calls are received in Vancouver by a Helpline for Children social worker. In emergency cases, action is taken immediately.

In 1984-85, an average of 731 calls were received by the Helpline each month.

CHILD PATERNITY AND SUPPORT SERVICES

Under the terms of the Child Paternity and Support Act, the Superintendent of Family and Child Service provides certain services to the mothers of children born out of wedlock. The Child Paternity and Support program helps unmarried mothers obtain support for their children from the natural fathers and offers counselling to both parents.

Under the program, legal counsel is provided, when necessary, to represent the mother when negotiating an on-going maintenance agreement or a final lump sum agreement and when court action is required to obtain a maintenance order. If court ordered maintenance payments fall in arrears, legal counsel may be provided to the mother to assist in the legal action required to enforce the original maintenance order.

Total receipts obtained from fathers under the provisions of the Child Paternity and Support Act between April 1, 1984 and March 31, 1985 amounted to $804,884.

SERVICES FOR CHILDREN-IN-CARE

Children enter the care of the Superintendent of Family and Child Service under the mandate of the Family and Child Service Act. They come into care either at the wish of the parents through custody agreements or through a court committal when there are protection concerns. They also come into care through the Family Relations Act (section 29) when orphaned or through the Adoption Act when relinquished at birth by parents.

The primary objective of the service is to reunite the child with the family. When this is not possible, every effort is made to find an adoption home to best meet the specific needs of the child. Services are provided under the Family and Child Service Act and the GAIN Act.

During 1984-85, 5,672 children were admitted to care, while for the same period, 5,872 children were discharged. For this fiscal year, 13,443 children were served. At March 31, 1985, the child-in-care case-

load was 7,535.

Foster Care

The primary objective of foster care is to provide good substitute parenting for children who are temporarily unable to live with their own families. The statutory authority for provision of the program is the Family and Child Service Act and the GAIN Act.

Foster care is available in all communities throughout British Columbia for children-in-care up to age 19. Foster parents are thoroughly checked and approved by the ministry before children are placed with them. During 1984-85, 53.9 per cent of all children-in-care were placed in foster homes.

The ministry supports foster homes through its funding of training programs to many foster parent regional councils and through funding of the British Columbia Federation of Foster Parents. Together, foster parent associations and ministry staff have developed new recruitment and orientation materials during the last year. The ministry now funds a foster parent insurance policy to provide additional support for the province's 5,000 foster parents.

The program expenditure for 1984-85 was $23,006,269, an increase of $1,312,511 over the previous year. This additional expenditure provided for the orthodontic program and for maintenance extras for children-in-care.

Contracted Child Care Resources

The ministry contracts with a number of different types of child care resources for children with special needs who cannot be cared for in foster homes. The statutory mandate for these programs is the Family and Child Service Act (section 16(1)) and the GAIN Act (section 1(c) and 5).

The continuum of contracted residential care ranges from skilled family care (Special Care Homes) for one or two children, to specialized treatment in a residential facility for groups of children. All children placed in child care resources have defined care and treatment goals to ensure that the child is returned home as soon as it is possible or is prepared for permanent placement in an adoption home. It is the responsibility of each region to develop, contract and liaise with its own child care resources. Regions have developed the following resources to meet children's needs.:

Respite Resources

In 1984-85, 41 respite homes offered relief to parents caring for handicapped children.

Receiving and Assessment Resources and Bed Subsidy Homes

These regional resources provide guaranteed bed space for two to six children who require emergency placement. Often when a child first comes into care, short-term emergency care is needed to assess and develop appropriate plans for the child. The ministry funded 89 receiving and assessment resources and bed subsidy homes in 1984-85.

Group Homes

Group homes operate on either a houseparent or staff model and serve three to eight children. There were 124 group homes providing 24-hour care to children during 1984-85. Group homes may be contracted to provide other services, where appropriate, such as family counselling.

Special Care Homes

Special care homes provide individualized care for one to two severely handicapped or disturbed children in a family setting, rather than in a staffed facility. There were 376 special care homes throughout the province in 1984-85 and 188 of these provided care to handicapped children.

Specialized Residential Resources

These staffed treatment resources, normally society-sponsored, offer a variety of programs for emotionally disturbed or handicapped children who require specialized services. The programs range from training homes for autistic children to resources for disturbed adolescents. The ministry funded 72 specialized resources in 1984-85. Five new specialized resources were developed for children transferred from Tranquille in Kamloops. These resources

are located in Fort St. John, Kamloops, Oliver, Kelowna and Vancouver.

Specialized Non-Residential Resources

These resources offer day programs and outreach services to children and their families where 24-hour care is not required. The services provided include assessment, counselling, family support, work-readiness preparation, work activity and life-skill programs. In 1984-85, 45 non-residential programs were funded.

Intensive Child Care Resources (ICCR)

For severly disturbed children in the province who are not able to benefit from any other services or resources provided through the Ministries of Attorney General, Human Resources, Education and Health, an inter-ministry approach involving intensive services to stabilize the child can be arranged. The Ministry of Human Resources participates in the co-ordination of inter-ministry case planning and, where it is necessary, provides the residential component of the service to the child.

During 1984-85, a total $52,575,796 was spent on child care resources. The increase in expenditures over the previous year was due to the need to develop more resources to service children and teens with behavior problems. Not all children-in-care can benefit from foster care or group home care without some treatment-oriented program. The contracted child care resource program can offer skilled child care to meet individual behavioral needs.

ADOPTION SERVICES

The ministry adoption program operates under the statutory authority of the Adoption Act. Ministry staff are involved in different areas of adoptions, including ministry adoptions, non-ministry adoptions, international adoptions and post-adoption services.

In all adoptions, the objective is to provide permanent homes for children whose parents are unable or unwilling to care for them. In ministry adoptions, ministry staff place children with families who have been approved for the placement of a child. These children have been voluntarily given up at birth for adoption placement, or have come into the permanent care of the ministry through the courts. A central registry of approved families is maintained in Victoria and children available for adoption are placed with selected applicants. In 1984-85, the ministry placed 147 healthy infants for adoption and 281 children with special needs, for a total of 428.

Non-ministry adoptions are those where the placement of a child is arranged privately, or with relatives. Private adoptions have increased from 91 in 1983 to 105 in 1984. Ministry staff conduct an inquiry after the private placement is made. This allows the superintendent to submit a report required by the court on the circumstances of the placement and to make a recommendation regarding the granting of an adoption order.

The number of healthy infants available for adoption continues to decline. At the same time, more individuals are interested in adopting a child from another country. The ministry's role in international adoptions is to facilitate such placements with the assistance of the National Adoption Desk in Ottawa. Last year, there were 36 children from other countries adopted in British Columbia.

Post-adoption services are provided to adoptees and adopting parents after an adoption has been legalized. In most instances adult adoptees wish to learn more about their background. Ministry staff provide non-identifying medical and background information upon request.

Although there are fewer children available for adoption, the demand for children has not diminished. Well over 2,500 families have applied to adopt a child.

SECTION IV

Rehabilitation and Support Services

REHABILITATION AND SUPPORT SERVICES

INTRODUCTION TO PROGRAMS AND SERVICES

Rehabilitation and Support Services Division programs are provided under the authority of the Guaranteed Available Income for Need (GAIN) Act. The division's objective is to develop ways to assist individuals or families increase their potential and become as independent as possible.

Programs and services include adult rehabilitation through individual opportunity plans, day care, infant development programs, achievement centres, teaching self-help skills, adult residential programs, institutional care, community placement planning and community projects funding.

ADULT REHABILITATION

Adult Rehabilitation encourages income assistance clients to identify barriers keeping them from employment and to develop an individual opportunity plan which outlines steps they may take to remove those barriers. To help a recipient as much as possible, the Ministry of Human Resources provides ongoing programs a client may participate in as part of an individual opportunity plan.

Incentive Allowance for Employment Program

The Incentive Allowance for Employment program provides part-time volunteer work experience to prepare income assistance recipients for entry into the work force. This program operates under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 14).

Participants may be placed in non-profit or private agencies, federal, provincial or municipal government offices, or private sector businesses.

In addition to basic income assistance, the ministry provides an allowance of $50 for a single person and $100 for a person with dependants to cover program-related expenses. Clients may participate in the program for up to one year.

An average of 648 clients per month participated in the program. Expenditures for the program in 1984-85 were $358,728. This decrease in participants and expenditures is due to the implementation of a specialized program called Employment Initiatives for the Handicapped.

Educational, Vocational and Rehabilitative Services

The Educational, Vocational and Rehabilitative Services program provides an opportunity for income assistance recipients to take part in educational, vocational or rehabilitative programs in preparation for employment. This program operates under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 13).

In addition to basic income assistance, the ministry may provide payment for the cost of educational programs and allowances for extra expenses where other financial assistance is not available.

An average of 5,514 clients per month received assistance with education and training. Expenditures in 1984-85 were $2,671,792.

Job Action

The objective of the Job Action program is to help income assistance recipients in their progress toward independence by providing them with an organized and effective job-search method. The Job Action program operates under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 16).

Job Action program participants learn techniques to locate prospective employers and methods to effectively present their work skills in employment interviews. The participants receive an allowance of $50 per week to a maximum of $150 for job-search-related expenses.

The program is operated with ministry personnel or purchased from individuals or community colleges, depending on the needs of particular areas within the province.

In 1984-85, the ministry contracted for 36 programs in addition to ministry-operated programs. In 1984-85, 3,253 income assistance recipients participated in the Job Action program. Expenditures for Job Action in 1984-85 were $869,473. This is more than a 400 per cent increase over last year, an example of the ministry's renewed focus on readying clients for

direct re-entry into the work force.

Work Activity

Work Activity projects enhance opportunities to obtain employment for income assistance recipients who have special needs and who are not able to benefit from other available training programs. These projects operate under the GAIN Act (section 10) and GAIN Regulations (section 16(1)).

Work Activity projects combine life-skills training, educational upgrading, counselling and work experiences into intensive employment preparation programs.

An average of 46 clients per month participated in Work Activity projects in 1984-85. Expenditures were $637,121.

Assistance to Employment

Under the GAIN Action (section 2) and GAIN Regulations (section 12), financial assistance for essential job-related expenses may be authorized to encourage income assistance recipients to explore employment opportunities. Funds may be provided for essential clothing and transportation or moving costs to a confirmed job when financial aid is not available from any other source.

Expenditures for 1984-85 were $561,520, a 19 per cent decrease over last year. This is a reflection of reduced activity in the job market.

Youth Incentive

The Youth Incentive program provides young people aged 15 to 18 who lack self-confidence, motivation or good work habits, with an opportunity to enhance their employment-related skills, self-concept and attitude. This program operates under the statutory authority of the GAIN Act (section 2).

Based in Vancouver only, the program provides participants with an allowance of $50 per month to cover program-related expenses for 25 hours of volunteer work. Placements may be made in nonprofit agencies and organizations or private sector businesses, for up to six months.

Expenditures for Youth Incentive in 1984-85 were $45,591.

Ministry of Labour/Ministry of Human Resources Joint Training Assistance

The Ministry of Labour/Ministry of Human Resources Joint Training Assistance program provides an opportunity for income assistance recipients to develop skills through on-the-job training. This program operates under statutory authority of the Apprenticeship Act.

Through this program, employers who provide on-the-job training opportunities for income assistance recipients may be eligible to receive a wage subsidy from the Ministry of Labour. Training placements are full-time for a minimum of two months to a maximum of one year.

An average of 105 clients per month participated in the program. Expenditures for 1984-85 were $315,450.

Individual Opportunity Plan

The purpose of the Individual Opportunity Plan is to help income assistance recipients identify barriers keeping them from employment and to clearly define attainable steps to overcome these barriers. The Ministry of Human Resources provides ongoing programs for individual opportunity plan participants.

An average of 7,301 clients per month participated in individual opportunity plans in 1984-85.

Employment Initiatives for the Handicapped

The objective of the Employment Initiatives for the Handicapped program is to enhance employment or socialization opportunities for persons in receipt of GAIN for Handicapped benefits. This program operates under the GAIN Act (section 2) and GAIN Regulations (section 15.1).

The program is provided for clients who would benefit from a voluntary socialization experience or clients who require work experience in the community to upgrade their work skills. Allowances of up to $50 for single participants or $100 for couples participating may be provided to cover program-related expenses.

The Employment Initiatives for the Handicapped program is a new program. At the end of the 1984-85 fiscal year, 161

clients were participating in the program. Expenditures were $243,108.

CHILD DAY CARE

The ministry participates in child day care through the Parental Subsidy program, day care support programs, day care grants and the Special Needs Day Care program. The statutory authority for this participation is the GAIN Act (section 2, 5 and 22) and GAIN Regulations (section 4(1), 28 and schedules D and E).

The objective of the Child Day Care Subsidy program is to assist eligible families to meet day care costs for children up to and including age 12. The program is a support service to families, enabling parents to prepare for or maintain employment and financial independence. It also provides relief to families during prolonged illness or other family crisis. Eligibility for assistance with the cost of fees is based on the number of people in the family and total net income. The family must also meet social needs criteria as outlined in the GAIN Regulations and Canada Assistance Plan. The ministry can assist families with services such as licensed and unlicensed family day care, group day care, in-own-home day care, nursery school, out-of-school day care and special needs day care.

The 1984-85 expenditure on subsidies was $18,665,316. An average of 2,878 half-time and 8,514 full-time subsidies were given each month.

Day Care Support Programs

The ministry funded six Day Care Support programs during 1984-85. Four of these are Family Day Support programs and are located in Abbotsford, Mission, Kelowna and Nelson. Services include recruiting, training and monitoring family day care homes with the objective of enhancing their quality and availability. The two other programs assist in the co-ordination of day care services at the University of British Columbia and Simon Fraser University. During 1984-85, ministry funding for these six programs totalled $180,821.

Special Needs Day Care

The objective of the Special Needs Day Care program is to help children with special needs participate in day care programs through the provision of extra supports which address the child's specific needs. These programs offer specialized care, activities and supervision designed to assist the children to attain maximum social, emotional, physical and intellectual growth.

In 1984-85, the ministry contracted with 60 nonprofit societies to provide 1,022 specialized day care spaces in either specialized or integrated day care centres. Ministry expenditures on contracts totalled $5,538,250. Children in these specialized programs were fully subsidized as funding is provided on a program budget basis rather than on the basis of individual income testing and coupon subsidies. In addition, an average of 177 special needs children were subsidized in family day care homes, group day care centres or nursery schools each month.

Day Care Program Initiatives

In June 1984, the ministry hosted the federal-provincial meeting of day care directors. This is an annual meeting with representation from all provinces and territories, and involves federal staff from the National Day Care Information Centre. This meeting provides a forum for discussion of day care initiatives across the country and an update on current issues in day care.

During 1984-85, a pilot project was conducted in Region 9 to test a new day care payment system. Once testing is complete, the new payment system will be phased in throughout the province. The new system is designed to streamline the payment process to caregivers.

During 1984-85, the ministry encouraged the creation of 160 additional day care spaces by providing start-up and expansion grants, and preserved 825 day care spaces by providing emergency repair and relocation grants. These grants totalled $209,055.

INFANT DEVELOPMENT PROGRAM

The Infant Development program is funded under the statutory authority of the GAIN Act (section 2). This program's objective is to optimize the development of infants aged newborn to three years who

exhibit significant developmental delay as a result of mental or physical handicaps. The program also helps parents develop positive and realistic expectations of their child's abilities and assists them in their role of encouraging their child's development.

Services provided by professionally trained infant development consultants through this home-based program include providing information and support to parents, designing individualized learning and activity programs for parents to implement, conducting specific development tests and lending relevant books, toys and other resource materials to parents. The ministry also appoints members to sit on the provincial steering committee which acts in an advisory capacity to the ministry and makes recommendations on program guidelines for new development.

The ministry funded 29 Infant Development programs in 1984-85. Expenditures were $1,474,112. Approximately 2,600 infants received services during the year. The total number of children served since the program was established 12 years ago is now 8,105.

ACHIEVEMENT CENTRES FOR THE HANDICAPPED

The Achievement Centres program is provided by authority of the GAIN Act (section 2) and GAIN Regulations (section 18). The program provides financial assistance to nonprofit societies that operate day programs designed to improve personal, social or work-related skills of handicapped persons. The ministry pays centres a subsidy based upon the number of approved participant hours of each centre. An allowance is available to eligible handicapped individuals to help with the transportation cost of attending achievement centres.

During 1984-85, the subsidy per participant hour was $1.26 and at year end 78 centres were in receipt of subsidies. The number of participants continued to be approximately 5,000. Capital grants were made to centres in Williams Lake, Revelstoke and Nanaimo.

Expenditures on Achievement Centres in 1984-85 were $7,364,109.

SELF-HELP SKILLS PROGRAM

Introduced in June 1983, this program for mentally retarded adults replaced the Community Living Skills program. It is provided by authority of the GAIN Act (section 2). The program trains and supports mentally retarded adults to enhance personal and social skills that increase functional competencies in everyday living.

Services are purchased by contract from nonprofit societies, private companies or individuals, and from community colleges. The services may be provided on a one-to-one basis or to a group, whichever is more suited to the needs of the handicapped individual. Expenditures in 1984-85 on Self-Help Skills were $3,673,609, including $833,572 for those persons placed in the community from Tranquille and $241,666 for persons under the care of the Community Living Society. Clients of this program received approximately 305,471 hours of training and support.

COMMUNITY PROJECTS FUNDING

The Community Projects Funding program purchases services in the community from nonprofit societies. These services complement and support ministry statutory services. The Community Projects Funding program operates under the GAIN Act (sections 2 and 5). Categories of projects which may be funded are family service projects, crisis centres, youth projects, services to the disabled, volunteer bureaus and counselling/information services to low income groups.

Regional offices of the ministry are responsible for the initial screening of new applications as well as monitoring established projects. In 1984-85, a total of 167 community projects were funded through the program. Expenditures on community projects were $5,195,469.

RESIDENTIAL SERVICES FOR THE MENTALLY RETARDED

The objective of the Residential Care Services program is to provide mentally retarded adults with places to live, where possible in their own communities, that enhance their independence while meeting their specific needs.

Residential services for mentally retarded individuals include a variety of facilty

types throughout the province. This enables retarded adults and their families to choose the type of residence that best meets their needs.

COMMUNITY RESIDENTIAL CARE

Residential services available to mentally retarded adults living in the community range from full personal care to counselling and support for independent living. The focus of each service is to assist the adult in achieving the greatest degree of independence possible.

This program operates under that statutory authority of the GAIN Act (sections 2(1) (2)) and GAIN Regulations (sections 22, 24, 25 and schedule C). Standards of care are determined by the Community Care Facilities Licensing Act and Adult Care Regulations and Hospital Act (section 6).

Expenditures for Adult Residential Care in 1984-85 were $29,219,063, including $6,864,017 for community placements for former Tranquille residents.

There is a continuing emphasis on the development of more independent living opportunities for mentally retarded adults in the community. This has resulted in the design of many different program models to meet individual needs.

Group Homes

Group living for four to twelve adults is provided by nonprofit societies under contract with the ministry. Each program is uniquely designed to meet the particular needs of the residents.

Proprietary Boarding Residences

Privately-operated commercial residences are funded on the basis of established rates related to the assessed level of care required by each individual. Homes for three or more residents must be licensed under the Community Care Facility Act.

Respite Care

Respite care provides emergency or short-term respite periods of one to thirty days away from the adult's regular home environment.

Semi-Independent Living Programs

Nonprofit societies provide realistic in-home support to enable individuals and small groups to live with relative independence in the community. The level of support provided varies according to individual need.

Training Centres

Three residential training centres operated by nonprofit societies provide vocational training for residents through programs averaging two years in length. These centres are Beaver Lodge in Oliver, Endicott Centre in Creston and Variety Farm in Ladner.

Community Living Society

The Community Living Society assists the ministry in plannning and establishing programs to facilitate the successful community placement of Woodlands residents. Administrative and program funding is provided by the ministry. In 1984-85, the ministry's expenditures for the Community Living Society were $1,781,871; services were provided to 55 clients, including seven new clients from Tranquille.

INSTITUTIONS

There are two provincial institutions providing services to mentally retarded individuals: Glendale Lodge in Victoria and Woodlands in New Westminster. In keeping with the emphasis on moving residents from institutions to community resources, the Tranquille institution was closed in January 1985.

The development of community resources continues as residents of the institutions move into the community.

Glendale

Glendale Lodge is a residential facility that provides training and assessment services to physically and mentally handicapped individuals from Vancouver Island and the Gulf Islands. Services provided at Glendale include long-term beds, short-term beds, short-term training and comprehensive assessment services. Glendale also provides a day program for physically and mentally handicapped persons in the Greater Victoria area. Together with the

Ministry of Health and other professional groups interested in hearing programs, Glendale provides a screening assessment for persons with impaired hearing.

Glendale Lodge is operated by the Glendale Lodge Society, a nonprofit society registered under the British Columbia Societies Act. In addition to the lodge, the society operates three group homes in Victoria, accommodating 25 severely mentally retarded residents. Expenditures for 1984-85 were $12,590,839.

Tranquille

The Tranquille institution in Kamloops was closed in January 1985. During the 1984-85 year, 264 residents from Tranquille moved into community resources throughout the province and 54 were transferred to other provincial facilities or extended care. This was a major achievement in the development of high quality, community-based care for the mentally handicapped. Expenditures during 1984-85 were $10,785,599.

Woodlands

Woodlands provides residential, assessment, planning, training and treatment services for mentally handicapped children and adults to the regions of the Lower Mainland and Northern Coast.

In accordance with long-term planning, the resident population at Woodlands continued to decline. Through outreach services, Woodlands also provided aid to mentally retarded individuals living in the community.

ALDER LODGE

Alder Lodge is a 50-bed facility providing residential, prevocational and outreach services for mentally retarded individuals whose service needs cannot be met in their home communities. It is administered by Region 19 and services the Lower Mainland regions of the Ministry of Human Resources.

Alder Lodge staff work with individuals and agencies to develop appropriate services for residents and other mentally retarded persons in the community. Alder Lodge also provides consulting services to other agencies to assist them in developing and monitoring community-based services for the retarded in Region 19.

To help residents return to their home community, Alder Lodge maintains close working relationships with a variety of community agencies and resources such as Douglas College, Second Step, Ridge Meadows Society, Simon Fraser Society and Woodlands.

SECTION V

Income Assistance

INCOME ASSISTANCE

INTRODUCTION TO PROGRAMS AND SERVICES

The purpose of Income Assistance programs and services is to provide a basic income for British Columbians and to assist people in need to become independent and self-supporting. These services are delivered under the statutory authority of the Guaranteed Available Income for Need GAIN) Act.

Income Assistance programs and services are administered through district offices. Eligibility for benefits is based on an objective measurement of an applicant's needs and financial circumstances.

To protect the right of individuals applying for assistance, the ministry has an appeal process. A ministry appeal kit is available to inform applicants of how they may initiate an appeal. In the calendar year of 1984, there were a total of 1,612 appeals.

Stage 2 of the on-line computer system for GAIN programs was completed in 1984-85. Central registry and GAIN payment information is now on line. An income assistance caseload review was conducted in 1984-85. Through home visits and in-depth file reviews, ministry staff worked to ensure those receiving income assistance were in genuine need.

Income assistance is provided through three types of GAIN programs: GAIN Basic Income Assistance, GAIN for Handicapped, and GAIN for Seniors Supplement (see Services to Seniors, Section VII). When assistance is provided to families where one or more members qualifies for financial assistance from programs other than GAIN Basic Income Assistance, the family case is reported under Supplementary GAIN.

GAIN BASIC INCOME ASSISTANCE

GAIN Basic Income Assistance provides financial assistance to eligible recipients to help meet basic living expenses. Income assistance consists of a shelter allowance, determined partly by the family's actual shelter costs, and a support allowance. Monthly benefit levels are based on family size. The program includes cases where one or more recipients is aged 60 to 64, and children living in the home of relatives (CIHR) who receive assistance on the child's behalf.

Income assistance is intended as temporary financial help in a time of need. Ministry policies encourage and assist employable clients to seek independence and self-sufficiency. Monthly benefits are available to eligible people, aged 19 to 64, 66 per cent of whom require assistance for six months or less.

To target available dollars to clients least able to help themselves, policy was implemented to change parts of the rate structure. Lower rates were established for applicants under age 26 with no dependants.

In 1984-85, income assistance caseloads increased six per cent from the 1983-84 levels. As of March 31, 1985, the total income assistance caseload, including the 60 to 64 age group and the CIHR cases, was 135,084, up from 127,417 on March 31, 1984. The expenditure for GAIN Income Assistance, including GAIN for Handicapped benefits and Supplementary GAIN benefits was $815,379,309.

SUPPLEMENTARY GAIN

Supplementary GAIN provides assistance to families under three separate plans. One plan with 15,852 cases covers families where one or more members qualifies for GAIN for Handicapped benefits, another plan with 2,091 cases covers families where one or more recipients is over 65 and does not qualify for federal Old Age Security (OAS) benefits and the third plan with 549 cases covers families where one or more members is over 65 and qualifies for OAS and other family members qualify for benefits under other programs or income assistance.

As of March 31, 1985, the ministry had 18,292 Supplementary GAIN cases. Two hundred cases involved more than one plan.

GAIN FOR HANDICAPPED

GAIN for Handicapped benefits are provided to eligible applicants between the ages of 18 and 64 who meet financial eligibility requirements in terms of assets and other income. Applicants must also have their own physician, or a specialist where appropriate, submit a report confirming that the disability is permanent and remedial therapy will not significantly

lessen the disability. The individual must require extensive assistance to manage normal daily functioning or require unusual and continuous monthly expenditures to meet his needs.

The ministry continues to provide ongoing medical benefits for handicapped recipients who obtain employment. Handicapped clients who cannot remain in the workforce may resume receiving GAIN for Handicapped benefits upon terminating their employment.

In March 1985, 16,281 people were receiving GAIN for Handicapped benefits.

OTHER SERVICES AND BENEFITS

Under the provisions of GAIN legislation, many supplementary benefits are available to income assistance recipients who qualify.

A School Start-Up Allowance is provided to families with dependent children to help meet extra costs at the start of the school year. This allowance in 1984-85 was $28.50 for children age 6 to 11 inclusive and $43 for children age 12 and older. Cost for this benefit was $1,595,783.

A Christmas Supplementary Allowance of $20 for a single person and $50 for a family was available in the month of December. This allowance totalled $4,121,296 in 1984-85.

The ministry continued to make funds available to enable handicapped individuals and children of income assistance recipients to attend recognized summer camp programs. Expenditures for camp fees were $303,078 in 1984-85.

When a recipient is without assets, income or other resources to meet an emergency, the ministry may provide additional assistance in the form of a Crisis Grant. Expenditures for 1984-85 Crisis Grants were $2,774,305.

A maximum allowance of up to $20 per month may be provided to a recipient to meet extraordinary dietary requirements. In 1984-85, $1,270,742 was expended to help meet these requirements.

A Natal Allowance of up to $25 per month may be granted to a recipient who is pregnant. In the case of a multiple pregnancy or birth, the allowance may be increased to up to $40 per month. In 1984-85, $1,236,513 was expended in Natal Allowances.

A handicapped recipient who requires the assistance of a registered guide dog is entitled to receive an additional allowance of up to $35 per month.

Where a deceased person has no estate, relatives or other persons able to assume responsibility, the ministry will provide payment of burial or cremation costs. In 1984-85, 598 funerals cost $712,493.

A Comforts Allowance of up to $50 per month may be provided to recipients in special care facilities to meet personal needs. A monthly average of 3,344 people received this allowance; the 1984-85 expenditure was $2,423,093.

Eligible recipients who have received income assistance for eight consecutive months may retain a portion of their job earnings to assist with work-related expenses. Policy allows for an earnings exemption of up to $50 per month for a single person and up to $100 per month for a single handicapped person or a person with dependants.

In special circumstances, where such a move would improve employment opportunities, recipients may be assisted with the cost of returning to their home province or country of origin. In 1984-85, this assistance totalled $99,112.

ADULT RESIDENTIAL RESOURCES

The ministry provides funds to registered nonprofit societies for the development and operation of emergency shelters (transition houses) and single persons' hostels.

Emergency shelters provide temporary room and board for women and children in a period of transition who require income assistance. In 1984-85, the ministry provided funding for 30 emergency shelter facilities and 10 Safe Homes. Expenditures in 1984-85 were $3,114,852.

Single persons' hostels provide short-term accommodation to people seeking employment. In 1984-85, the ministry provided funding for 24 hostels at a cost of $2,314,070, down 11.5 per cent from the previous year. This decrease is due to a smaller transient population seeking work.

Some facilities offering treatment for people with alcohol- and drug-related problems were jointly funded with the provincial Alcohol and Drug Commission of the Ministry of Health. Ministry of

Human Resources expenditures were $1,052,166 in 1984-85.

MINISTRY INSPECTORS

Ministry inspectors investigate cases of alleged fraud and recommend procedures to prevent its occurrence. In the most serious cases, court action is undertaken. Where possible, overpayments fraudulently obtained are recovered through out-of-court settlements.

In 1984-85, 9,547 allegations were investigated, an increase of 12 per cent over 1983-84. There were 246 charges laid involving 653 individual counts. Additionally, 1,786 settlements were negotiated without court action, totalling $1,678,957.

FAMILY SUPPORT PROGRAM

The Family Support Program, a joint project of the Ministries of Human Resources and Attorney General, is designed to assist separated or divorced income assistance clients to obtain reasonable and promptly-paid spousal and child support payments from their former spouses. Services are provided under the statutory authority of the GAIN Act and the Family Relations Act. The program provides participants with assessment and legal services to obtain maintenance by court order or consent, monitors payments made and initiates enforcement action quickly in cases where payments are not forthcoming. After a limited trial period in Richmond, the program began accepting referrals from Vancouver district offices in March 1985.

EMERGENCY SOCIAL SERVICES

The ministry has a program to help people in the event of a civil emergency, such as flood, fire or earthquake. The ministry provides essential emergency social services to victims of a disaster. In 1984-85, services were provided following a truck explosion in Salmon Arm, flooding in Pemberton and Squamish and a blizzard in Hope/Boston Bar.

Planning for response to civil disasters has required the participation of Ministry of Human Resources staff, the Provincial Emergency program, Ministry of Environment, municipal personnel and volunteer agencies. Emergency Social Services (ESS) planning has taken place in approximately 100 communities in British Columbia.

The greatest development has occurred in the metropolitan centres in the Lower Mainland, where a number of municipalities have completed ESS plans and conducted major exercises.

Manuals and training packages have been developed and forwarded to local ESS committees. The Salvation Army is revising the Clothing Manual and staff of the Ministry of Human Resources and the Canadian Red Cross developed a computerized lodging, registration and inquiry system.

HEALTH CARE AND DENTAL SERVICES

Provided under the statutory authority of GAIN Regulations (section 29), ministry health services include purchase of medical insurance, purchase of dental and optical services, payment for medical transportation and accommodation, purchase of medical supplies and equipment and purchase of services for certain designated therapies, on behalf of eligible GAIN recipients.

Levels of assistance vary depending on the financial circumstances of the individual.

Health Services Section is responsible for policy development on health service programs and for monitoring policy application and budgets. It services field offices in a consultative capacity with regard to policy interpretation, available health care services and community resources. The section also arranges purchase of major medical equipment and maintains inventory records for ministry purchases. Equipment owned by the ministry is stored at Health Services Section and is available for short- or long-term loan to eligible persons.

Effective July 1, 1984, responsibility for delivery of health services was decentralized. Health Service program budgets are allocated to each region of the minisitry. Field offices are responsible for determining eligibility and most expenditures are now authorized at the local level. Ministry expenditures for Health Care and Dental Services in 1984-85 were $33,523,366.

SECTION VI

Pharmacare

PHARMACARE

The Pharmacare program operates under the authority of the Guaranteed Available Income for Need (GAIN) Regulations (section 30) and removes the major expense burden for prescribed benefits from individuals or families in British Columbia. This objective is accomplished through full or partial payment of costs incurred for prescription drugs and other designated benefits.

Pharmacare administers four plans, each benefiting a different group of people. While benefit items are identical within the plans, eligibility and degree of assistance vary.

GROUPS 1 Full payment is made by Pharmacare direct to the supplier on hebalf of:

Individuals holding a valid Pharmacare card issued on the basis of age (65 years of age or older) and residency (Plan A);

Individuals resident in a licensed long-term care facility (Plan B);

Individuals and dependants eligible for the Ministry of Human Resources Medical Benefits program (Plan C).

GROUP 2 Universal Pharmacare.

Partial government assistance, represented by 80 per cent reimbursement of calendar year costs above an annual deductible, is provided on behalf of every British Columbian not covered in Group 1 who is registered with Medical Services Plan of British Columbia. Those receiving fully-paid benefits from union or employer-sponsored plans, or from the Department of Veteran Affairs, the Department of Indian and Northern Affairs or Workers' Compensation, will continue to be covered by those programs. The annual deductible was increased from $175 to $200 in January 1985.

Pharmacare may provide payment or reimbursement for some therapeutic medications which are prescribed by a physician, dentist or podiatrist. Those medications must be included in Schedule A, Part 1, and Schedule A, Part 3, Division 2 of the British Columbia Pharmacists' Act and must be obtained from a licensed pharmacy located in British Columbia. In addition, Pharmacare covers syringes for diabetics, ostomy supplies and designated permanent prosthetic appliances.

Pharmacare operates with a permanent staff of 44 people and in 1984-85, an estimated 765,000 residents of the province received some benefit from the program.

The 1984-85 expenditures for this program were $118,826,376, an 11.5 per cent increase over the previous year. This is due to increases in drug costs and more Plan C participants.

SECTION VII

Services to Seniors

SERVICES TO SENIORS

INTRODUCTION TO PROGRAMS AND SERVICES

The Ministry of Human Resources delivers a variety of programs for senior citizens to support and enhance their independence, well-being and health. Services recognize the special needs of seniors and assist them to meet as many of their own needs as possible, while promoting greater use of community resources.

GAIN FOR SENIORS SUPPLEMENT

This program provides a guaranteed minimum income to those seniors in receipt of the federal government's Guaranteed Income Supplement and Spouses' Allowance. The program operates under the Guaranteed Available Income for Need (GAIN) Act (section 2).

Persons eligible for the GAIN for Seniors benefit are paid automatically, based on federal pension information supplied by the Old Age Security Division of Health and Welfare, Canada. With regular increases in the Federal Allowances, the number eligible for GAIN for Seniors Suplement has been decreasing over several years.

The number of GAIN for Seniors recipients as of March 1985 totalled 46,967. Expenditures for this program in 1984-85 were $17,682,686.

SHELTER AID FOR ELDERLY RENTERS (SAFER)

The SAFER program provides direct cash assistance for a portion of rental costs to Old Age Security recipients living in rental accommodation. The program operates under the Shelter Aid For Elderly Renters (SAFER) Act.

SAFER benefits equal 75 per cent of the amount by which rent exceeds 30 per cent of the applicant's total income. The maximum monthly rent that could be claimed for SAFER benefits was $330 for a single person and $365 for a couple in 1985.

To be eligible for SAFER, applicants must be 65 years of age or older, renting a principal residence and paying more than 30 per cent of their income toward rent. In addition, applicants (or their spouse) must have resided in British Columbia for two years immediately prior to application or for five continuous years at any time in the past.

Total SAFER recipients on March 31, 1985 were 9,962 and total program expenditures for 1984-85 were $9,129,701. As a result of increases in the various pension benefits, fewer people received SAFER benefits in 1984-85. However, as a result of increased rents, program expenditures grew.

BUS PASSES

This program provides subsidized bus passes to aid and encourage the mobility of eligible low income senior citizens and recipients of GAIN for Handicapped benefits. The program operates under the GAIN Regulations (schedule A, 3(b)iii) and the Ministry of Human Resources Act. Ministry of Human Resources bus passes enable the holder to travel without payment of fares on the local transit system in his area of residence.

Part of the cost for each pass issued is borne by the ministry through a contract with B.C. Transit. The ministry pays a subsidy of approximately half the regular user fee for each bus pass issued.

Bus pass applicants must be residents of British Columbia, 65 years or older, who are in receipt of the Federal Guaranteed Income Supplement and/or GAIN for Seniors Supplement; or 60 years or older, who are in receipt of GAIN benefits; or under 65 years of age and in receipt of GAIN for Handicapped benefits.

As of January 1, 1985, the bus pass cost applicants $28. As of March 1985, 28,991 individuals held bus passes. The net expenditure for 1984-85 was $2,704,637, down from the previous year due to the transit strike in Vancouver and Victoria.

SENIOR CITIZEN COUNSELLORS

The Senior Citizen Counsellors program helps inform senior citizens in British Columbia of services and programs available to them and provides informational counselling and support. The program is offered under the statutory authority of the GAIN Act (section 2).

Senior citizen counsellors are seniors who work as volunteers in co-operation with the Ministry of Human Resources. Services include providing information on seniors programs and services, help in

completing pension forms, help with essential transportation, emotional support in times of crisis, friendly visiting and assistance in the development of community services for seniors.

Counsellors are appointed because of their interest in and involvement with seniors. Counsellors submit monthly statistical reports and expense claims and are reimbursed for expenses up to $100 a month.

On March 31, 1985, there were 179 senior citizen counsellors throughout British Columbia. An estimated 182,088 seniors were assisted in 1984-85. Program expenditures for the year totalled $227,251, including the cost of a provincial workshop held in February 1985.

SECTION VIII

Legislation

LEGISLATION

The Ministry of Human Resources administers the following legislation:

The Ministry of Human Resources Act, RSBC 1979, Chapter 274.

This act establishes the jurisdiction of the Ministry of Human Resources over all matters relating to social and public welfare and income assistance.

Guaranteed Available Income for Need Act, RSBC 1979, Chapter 158, and Regulations (BC Regulation 479-76) and Amendments.

This act and its regulations provide for essential financial assistance and social services for eligible individuals and families. The social services include day care, homemaker services, residential care, counselling and rehabilitation services.

Adoption Act, RSBC 1979, Chapter 4, and Regulations (BC Regulation 278-78) and Amendments.

The purpose of this act is to provide the same rights and privileges for adopted children as for children born to parents in a family.

Child Paternity and Support Act, RSBC 1979, Chapter 49.

This act provides the mothers of children born out of wedlock with the rights to obtain financial support for the children from the fathers.

Family and Child Service Act, SBC 1980, Chapter 11.

This act provides protection and care for children who are neglected, abused, abandoned or living without proper supervision or guardianship.

Human Resource Facility Act, RSBC 1979, Chapter 185, and Regulations (BC Regulation 586-76) and Amendments.

This act and its regulations authorize provincial grants to nonprofit organizations for the development of residential facilties or centres for children, disabled persons and senior citizens.

Community Resource Board Act, RSBC 1979, Chapter 58.

This act empowers the government to establish Human Resource and Health Centres where provincial income assistance programs, social services and health services may be administered by boards composed of local citizens.

Social Workers Act, RSBC 1979, Chapter 389, and Regulations (BC Regulation 45-69).

This act permits the government to establish the Board of Registration for social workers.

Shelter Aid for Elderly Renters Act, RSBC 1979, Chapter 385, Regulations and Amendments.

This act provides for payment of monthly cash assistance to eligible residents of the province who receive Old Age Security benefits and pay rent.

Residence and Responsibility Act, RSBC 1979, Chapter 364.

This act requires municipalities to contribute to the cost of specific social assistance programs for persons in need.